EEO Complaint Tracking V. 2.0 Technical Manual
April 1995

Introduction

The EEO Complaint Tracking package is a fully integrated system which is compatible with Kernel Version 7.1 and FileMan Version 20.0 or later versions. This package will give users the ability to enter/edit and print EEO Complaint information for the purpose of tracking the status of complaints. Samples of the printed reports may be viewed in the <u>EEO Complaint Tracking Users Manual</u>.

In addition to the Kernel and VA FileMan requirements, the National Service file (730), Institution file (4), Domain file (4.2), New Person file (200), and State file (5) are also required.

The EEO Complaint Tracking Technical Manual has been developed to assist Information Resource Management personnel in the support and understanding of the routine and global structures of this software.

All EEO information is confidential and subject to the Privacy Act.

Orientation

The EEO Complaint Tracking package will accept the initial/updated data typed at the station in a single day, send it to a central server through a tasked option, place the data in storage for regional user access, send an electronic notice to the station of receipt, and place the data in storage at the station. Any number of sessions may occur in a day or changes to a record within a session, effected records will be marked, but transmission will only initiate when the tasked option runs, or if the user requests an immediate transmission for specific complaints through his menu options.

The data is stored in an EEO global sequentially at the station and region with a computer generated case number identifying the Fiscal Year, station, and station case number.

Delivery of messages will be through the use of Mail Groups and any members assigned to these groups will receive acknowledgments once the data is served at the Central Data Server. Each message will contain the date of the data message, local and source message numbers, the complaints affected by this message, and unique parameters specific to the type of message.

This package uses the mandated VA FileMan conventions which are explained in a separate publication of the San Francisco ISC, User's Guide to Computing. For further assistance review the Orientation section of the EEO Complaint Tracking User Manual or contact your local ISC.

Implementation and Maintenance

Setup Following Inits

A) Verify the following through VA FileMan:

All your subdivisions in File #4 (Institution) should contain your local primary reporting station in Field #96 (Reporting Station) .

B) The following Mail Group will be set up by the post init if it does not already exist:

UPLINK_DATA_SERVER

For this mail group, **at a minimum**, there should be one appropriate active user entered. In addition, XQSERVER must also have one active user.

C) Task the option EEO TASKED BULLETIN to run nightly. This option will transmit all complaint data for complaints that were changed since the last successful running of this option.

D) Routine mapping is not necessary due to the low volume of usage.

E) Journaling of the ^EEO global is recommended due to the high sensitivity of the data.

F) Translate the ^EEO global across accounts as appropriate.

G) Optionally remove the EEOI* installation routines.

The EEO Complaint Tracking Menu is used to enter site-specific data on EEO complaints into file 785. Complaint information includes: initial complaints, updates to complaints, and editing of existing information. Additions/edits may be done as many times as desired with transmission of data to the central database at Hines ISC through the tasked option each 24 hours. Instructions concerning the entry of this data are contained in the EEO Complaint Tracking User Manual.

Menu Assignments

Consult with the EEO Officer before assigning any menus, and make assignments with the following considerations:

EEO Complaint Tracking Menu: This menu will allow the user access to all formal complaints. A very limited number of users should be assigned this menu including the EEO Manager/EEO Officer and EEO Specialist. This menu was the main menu with EEO Complaint Tracking version 1.0, and will likely not need to be assigned to additional personnel.

EEO Counselors Menu: This is a new menu and may optionally be assigned to EEO Counselors. Options entered through this menu will only allow the counselor access to complaints that were originally entered by him, or for which he is assigned the Counselor Security through the EEO Counselor Security option. Additionally once the complaint becomes formal the counselor may no longer edit this informal information.

EEO Counselor Security: This option should only be assigned to one user, normally the EEO Manager or his delegate. Through this option, EEO users may be assigned Counselor's Security which allows the user to edit/view informal complaint information.

Additional information on the assignment of these options may be found under the Package Management Section in the EEO Complaint Tracking Users Manual

Resource Requirements

It is required that access to this package be given to designated users.

The number of CRTs will vary with the number of staff involved. At a minimum, the staff should have access to one CRT.

There should, at a minimum, be one printer available for EEO use. Due to the sensitive nature of the EEO information, it is suggested that the printer be located in a restricted location.

The EEO routines occupy approximately 65 kilobytes of storage space. The ^EEO global will occupy 12 kilobytes after installation. Each complainant record entered will occupy an additional 1 kilobyte of storage.

Routine Descriptions

Routine

```
EEO0210    ;HISC/JWR - GENERATES EEO COUNSELORS COMPLAINT INTAKE FORM ( 0210)
;Apr 20, 1995
           ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEO211     ;HISC/JWR - GATHERS INFORMATION FOR FORM 0210 (COUNS. INTAKE FORM)
;Apr 20, 1995
           ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOEAHO1   ;HISC/DAD-AD HOC REPORT INTERFACE FOR THE EEO COMPLAINTS FILE (#785)
;03/02/94  07:44
           ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOEAHO2   ;HISC/DAD-AD HOC REPORT INTERFACE FOR THE EEO INFORMAL COMPLAINTS
FILE (#785.5) ;02/16/95  11:03
           ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOEAHOC   ;HISC/DAD-AD HOC REPORT INTERFACE FOR THE EEO COMPLAINTS FILE (#785)
;03/02/94  07:44
           ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOEEDIE   ;HISC/JWR - BREAKS DOWN "DR" STRINGS, AND HOLDS DATA FOR
TRANSMISSION ;11/23/92  10:03
           ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOEEXE    ;HISC/JWR - EEO SERVER ROUTINE (VERSION 1.0 SITES);2/25/93  13:03
           ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOEEXMT   ;HISC/JWR - TRANSMIT ROUTINE (VERSION 1.0 SITES);11/28/92  12:00
           ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOEFIN    ;HISC/JWR - WRITES DATE NOTICE OF FINAL INTERVIEW LETTER ;APR 20,
1995
           ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOEINP    ;HISC/JWR - DETERMINES THE PROPER SEQUENCE OF DATES ENTERED FOR
CERTAIN FIELDS ;09/09/93  13:35
           ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOEMAN    ;HISC/JWR - EEO Manager options routine ;Apr 20, 1995
           ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOENF     ;HISC/JWR - Informal complaint edit/manipulation routine ;Apr 20,
1995
           ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOEOE2    ;HISC/JWR - Station Edit routine ;11/9/92  11:12
           ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOEOI5    ;HISC/FDW,JWR - EEO Complaint File Printable Inquiry routine
;11/11/92 12:59
           ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOEOI6    ;HISC/JWR - EEO COMPLAINT FILE (785) INQUIRY ROUTINE ;Apr 20, 1995
           ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOEOP2    ;HISC/JWR - EEO STATION PRINT ROUTINE ;11/11/92  15:03
           ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOEOSE    ;HISC/JWR - Security check ;11/11/92  13:35
           ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOERCR    ;HISC/JWR - PREPARES LETTER OF RIGHTS AND RESPONSIBILITIES ;Apr 20,
1995
           ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOERCR1   ;HISC/JWR - CONTINUATION OF LETTER OF RIGHTS AND RESPONSIBILITIES
TEXT ;Apr 20, 1995
           ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
```

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EEOETICK  ;HISC/JWR - TASKED BULLETIN TO ALERT EEO SPECIALISTS OF APPROACHING
AND PAST DUE DATES OF ACTION ;Apr 20, 1995
          ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOEXE1   ;HISC/JWR - EEO SERVER ROUTINE (VERSION 2.0 SITES);2/25/93  13:03
          ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOEXMT1  ;HISC/JWR - PREPARES DATA FOR TRANSMITION ;01/17/94  14:00
          ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOEXMT2  ;HISC/JWR - TRANSMIT ROUTINE, CREATES SERVER MESSAGE (VERSION
2.0);11/28/92  12:00
          ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOIPCON  ;HISC/JWR - POST INIT FIELD 14 FILE 785 CONVERSION ;02/08/93 11:15
          ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOIPOS2  ;HISC/JWR - POST INIT CLEANUP ;02/08/93 11:15
          ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOIPOST  ;HISC/DAD - EEO POST INIT ;11/9/92  12:07
          ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOIPRE   ;HISC/JWR-Deletes the old trigger x-ref on field 48 of file 785 ;Apr
20, 1995
          ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEONTEG   ;ISC/XTSUMBLD KERNEL - Package checksum checker ;APR 21,
1995@13:25:31
          ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOUTIL   ;HISC/JWR - VERSION 1.0 & 2.0 MISCELLANEOUS SERVER INTERFACES ;Apr
20, 1995
          ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
EEOUTIL1  ;HISC/JWR - COMPLAINT STATUS & TYPE COMPUTATIONS ;Apr 20, 1995
          ;;2.0;EEO Complaint Tracking;;Apr 25, 1995
```

File List

FILE NAME	GLOBAL LOCATION	DESCRIPTION
EEO Complaints	EEO(785,	This records information for initial EEO complaints and subsequent updates of information.
EEO Complaint Basis	EEO(785.1,	This file contains the expanded basis for filing EEO complaints.
EEO Corrective Actions	EEO(785.2,	This file contains the corrective actions the complainant is seeking.
EEO Informal Complaints	EEO(785.5,	Information related to the informal stage of the complaint is stored here.
EEO Complaint Issue Codes	EEO(786,	This file contains the EEO issues over which the complaint is filed.
EEO Central Investigators	EEO(787.5,	This file contains the EEO investigators which may be assigned to a complaint.
EEO Server Parameters	EEO(789.5,	This searches VA files for the proper domain and station to send the server message to.

Exported Options

```
EEO Complaint Tracking Menu (EEO COMPLAINT STATION MENU)
|
|
----1 Enter/edit EEO files [EEO  ------------1 Add/Edit Informal Compl. Info.
      STATION ADD/EDIT]                         [EEO COUNSELOR ENTER/EDIT]
              |
              |------------------------------ 2 Enter/Edit Formal Complaint
              |                                  Info [EEO ENTER/EDIT F.C.]
              |
              |------------------------------ 3 Enter/Edit Investigation Info.
                                               [EEO STATION INVESTIGATION]


----2 Inquire EEO Complaint File ----------- 1 Complainant Inquiry [EEO
      [EEO STATION INQUIRE]                     STATION REPORT 1]
              |
              |------------------------------ 2 Complainant Status Inquiry
                                               [EEO STATION REPORT 2]


----3 Station Report [EEO STATION ---------- 1 Timeliness Report (132) [EEO
      REPORT]                                   TIMELINESS REPORT]
              |
              |------------------------------ 2 Print Complaint Intake Form
              |                                  [EEO FORM 0210]
              |
              |------------------------------ 3 EEO Adhoc Report Generator
                                               [EEO ADHOC]


----4 Transmit a Single EEO Complaint [EEO REXMT]
```

```
Counselor's Menu (EEO COUNSELORS MENU)
  |
  |
----1 Add/Edit Informal Compl. Info.  [EEO COUNSELOR ENTER/EDIT]

----2 Print Complaint Intake Form  [EEO FORM 0210]

----3 Notice of Final Interview [EEO REPORT1]

----4 Notice of Rights and
      Responsibilities [EEO NOTICE OF RIGHTS]
```

Options not attached to a menu

```
Change Counselor Complaint Access  [EEO COUNSELORS SECURITY]

EEO SERVER  [EEO UPLINK SERVER]

EEO Tasked Bulletin  [EEO TASKED BULLETIN]
```

Cross References

EEO COMPLAINTS

XREF	DD	FLD NUM	FIELD NAME
"ANODE"	785	.01	COMPLAINANT
"B"	785	.01	COMPLAINANT
"C"	785	2	STATION
"D"	785	1.3	CASE NO.
"E"	785	1.2	OEO NUMBER

EEO COMPLAINT BASIS

XREF	DD	FLD NUM	FIELD NAME
"B"	785.1	.01	NAME

EEO CORRECTIVE ACTIONS

XREF	DD	FLD NUM	FIELD NAME
"B"	785.2	.01	CORRECTIVE ACTION

EEO INFORMAL COMPLAINTS

XREF	DD	FLD NUM	FIELD NAME
"ANODE"	785.5	.01	COMPLAINANT
"B"	785.5	.01	COMPLAINANT
"C"	785.5	2	STATION
"D"	785.5	1.3	CASE NO.
"E"	785.5	1.2	OEO NUMBER

EEO COMPLAINT ISSUE CODES

XREF	DD	FLD NUM	FIELD NAME
"B"	786	.01	NAME

EEO COMPLAINT INVESTIGATORS

XREF	DD	FLD NUM	FIELD NAME
"B"	787.5	.01	NAME
"C"	787.5999	.01	OLD INVESTIGATOR'S IEN(787)

EEO SERVER PARAMETERS

XREF	DD	FLD NUM	FIELD NAME
"B"	789.5	.01	SERVER STATION NUMBER

Archiving and Purging

There are no options provided at this time for archiving and/or purging data.

Callable Routines

There are no callable routines available from EEO Complaint Tracking routines.

External Relations

The EEO Package points to the following files.

File Number	File Name	Usage
4	INSTITUTION	Used to identify the VA facility by name for File #785
4.2	AIN	Used to secure domain of the VA facility by region for File #785
5	STATE	Used to extract the state for Files #785 and 787.5
730	NATIONAL SERVICE	Used to extract service for File #785
200	NEW PERSON	Used for signature block information and user identification

Integration agreements

```
     1106     NAME: EEO - QAQ ADHOC REPORT
  CUSTODIAL PACKAGE: QUALITY ASSURANCE              Chicago
SUBSCRIBING PACKAGE: EEO COMPLAINT TRAC            Chicago
            USAGE: Private           APPROVED: APPROVED
           STATUS: Active             EXPIRES:
         DURATION: Till Otherwise Agr  VERSION:
             FILE:                        ROOT:
      DESCRIPTION:                        TYPE: Routine
  Equal Employment Opportunity Complaint Tracking version 2.0 (EEO) will be
  referencing the routine ^QAQAHOC0 from within the routine ^EEOEAHOC.  The
  necessary QAQ* variables will be set f or this call after establishing the
  existance of the routine ^QAQAHOC0.  This reference will provide the EEO
  user with flexible report generation capabilities.
```

```
ROUTINE:     QAQAHOC0
COMPONENT:   QAQAHOC0
VARIABLES:   QA           Input
                                      Incremental variable.
             QAQDIC       Input
                                      File number of the file to print from.
             QAQFOUND     Input
                                      Variable set to determine if any data was
                                      found for the print.
             QAQMRTN      Input
                                      Entry point to setup the QAQMENU array
                                      (format TAG^ROUTINE).
             QAQORTN      Input
                                      Entry point to set up other VA FileMan
                                      EN1^DIP variables, i.e. DCOPIES, DHD ,
                                      DHIT, DIOBEG, DIOEND, DIS(), IOP.
             QAQMHDR      Input
                                      Text to be used as a header at the top of
                                      sort/print menu screens.  Maximum of 45
                                      characters.
             QAQMENU      Input
                                      Array containing sort, menu text, field,
                                      and sort from/to range information.

             QAQMMAX      Input
                                      Variable for determining maximum number
                                      of choices appearing on AD HOC menus only
                                      necessary for older versions of QA
                                      Integration Module.
             Ad Hoc Report main driver routine.
```

Internal Relations

Any option within EEO Complaint Tracking version 2.0 can be independently assigned, but it is preferable that only the EEO COMPLAINT TRACKING MENU, EEO COUNSELORS MENU, and EEO COUNSELOR SECURITY options are.

Package-wide Variables

There are no package-wide variables used in this software.

How to Generate On-line Documentation

The EEO Complaint Tracking package uses the EEO namespace. The file numbers (785, 785.1, 785.2, 785.5, 786, and 787.5) identify the repositories for EEO complaint data and number 789.5 contains information for transmission and encryption of server messages sent to the EEO National data base.

On-line documentation is provided throughout the package through the use of the convention of one, two, or three question marks. The List Files option of VA FileMan can be used to produce various data dictionaries used in the package.

%Index can be used as a cross-reference listing of all local and global variable usage as well as other information of invaluable assistance in debugging.

Package Security

All EEO information is confidential and subject to the Privacy Act.

There are no security keys with this package. Security is managed through menu assignment.

Give the EEO Complaint Tracking Menu to those users who are responsible for entering and editing EEO data in this software.

All data dictionary, delete, read, write, laygo, and audit access is protected with the file access code "@". Accessing files through VA FileMan should be done with extreme caution.

Glossary

Automatic   A mechanical response that requires no user action.

Basis   Type of discrimination for which the EEO Complaint has been filed. Choices include:

1)   AGE
2)   COLOR
3)   HANDICAPPED-MENTAL
4)   HANDICAPPED-PHYSICAL
5)   NATIONAL ORIGIN
6)   OTHER
7)   RACE-ASIAN AMERICAN
8)   RACE-AMERICAN INDIAN
9)   RACE-ALASKAN NATIVE
10) RACE-BLACK
11) RELIGION
12) REPRISAL
13) RACE-HISPANIC
14) RACE-OTHER
15) RACE-PACIFIC ISLANDER
16) RACE-WHITE
17) SEX-FEMALE
18) SEX-MALE

Bulletin   A means of notification to an internal mail group of actions taken to transmit data.

Case Number   A computer-generated number assigned to each EEO Complaint. Form: YY(ear)-S(tation number)-C(ase No.). The C(ase.) is a calculated, unique number.

Closed   Refers to the case being completed. A record can only be closed via the Region.

Complaint Status	Automatic status designation assigned to a case. Can be any one of the following:
	INFORMAL ACC PND FIELD ACC REV @ OGC OGC DISMISSED INV PND INVESTIGATION ADVISED/RIGHTS HEARING PND FAD PND CLOSED DELETED
Computed Field	A field whose value is calculated based on the values in other fields.
Data	Information.
Data Base	(See File).
Data Dictionary	A description of the file containing the categories of data that the user requires to produce the desired reports and printed documentation.
Default Response	A preexisting answer that may be accepted by pressing the return key.
Deleted Complaint	An EEO record that is considered not to be a valid item, such as an error in data entry, and is eliminated from the statistics.
Device	A piece of hardware that produces output of some sort, such as a printer (paper output) or terminal (display output).
Domain	A network address.
E-Mail	Electronic mail.

Edit	To change data stored in a file.
EEO Complaint	Equal Employment Opportunity Complaint filed and based upon at least one of the twenty-five valid and specific issue codes.
Free Text	A space for the user to enter a limited number of characters of his/her choice.
Functional Description	A discussion of how something works or its main working parts.
Hardware	Components of a computer (e.g., disk drives, internal circuits, monitors, peripheral equipment).
Input	Information that is entered into a computer, usually by means of typing on a keyboard.

Issue Codes	List of twenty-five specific and valid codes for which an EEO complaint may be filed. List includes:

1) Admonishment
2) Assignment of Duties
3) Award
4) Conversion to Full Time
5) Demotion
6) Duty Hours
7) Examination/Test
8) Equal Pay
9) Failure to Hire
10) Failure to Promote
11) Harassment
12) Non-Selection
13) Other
14) Performance Appraisal
15) Reassignment
16) Reinstatement
17) Reprimand
18) Retirement
19) Sexual Harassment
20) Suspension
21) Termination/Removal
22) Time and Attendance
23) Training
24) Whistleblowing (EEO-related)
25) Working Conditions

Investigator Finding	Investigator conclusion: "N" for No finding of discrimination or "F" for discrimination found.
Menu	A computer display from which the user selects a process for the computer to perform, such as print a report, enter, review or revise data, etc.
OEO#	The number assigned to an EEO Complaint by the Office of Equal Opportunity.
Open Complaint	The case or record is marked as being "Open" or still editable, not complete.

Output	Information that comes out of a computer, either on printed paper or as a display on the terminal screen.
Package	A series of computer programs that encompasses one major function, such as tracking of EEO Complaints.
Parameter	A computer term referring to information supplied to the computer by the user in order to set up the files, programs, and routines to perform particular required functions. See Site Parameters.
Queue	The process by which computer programs are scheduled to run at specific times.
Reason Closed	Numeric indicator of EEO Complaints marked "closed", such as: 1) Settlement 2) Agency Decision 3) Rejection by OGC 4) Civil Action filed 5) Withdrawal 6) Cancellation 7) Failure to Prosecute 8) Other
<RET>	A symbol used in documentation to refer to the process of pressing the "return" or "enter" key on a keyboard. This key is always on the right side of the keyboard, is often larger than the other keys, and is often shaped like a reversed or upside-down letter L. A computer keyboard differs from a typewriter in that a typed entry is not always transferred from the keyboard to the computer until this key is pressed.
Rexmit	Abbreviation for re-transmission. Word used to designate electronic message retransmission.
Routine	A group of instructions that tells the computer what to do.

Station Number	That number specifically identifying a VA facility.
Server	An automated mail protocol that is activated by sending a message to the server. A server's activity is specified in the Option file and can be the running of a routine or the placement of data into files.
Set of Codes (Field)	The ONLY valid entries for a field, such as "P" for pending, or "C" for closed.
Site Name	VA terminology for the name of the facility.
Site Parameters	That information specific to the site as required for the functioning of the software.
Terminal	A hardware device that displays information by means of a Cathode Ray Tube, similar to a television screen. A keyboard is attached for use in entering data into the computer.
Type	EEO Investigator designation: 1) ADHOC 2) Retired annuitant 3) Region Specialist
User	Any person who uses the computer to enter or obtain information. In the DHCP system, all persons who are authorized to use the computer are entered into a file called the New Person file.
Word Processing	Field within a program that allows unrestricted user input.